

Enterprise Incident Report September 2012

As of 10/1/2012

Natural Resources

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution		
			Low	Medium	FCR Total
Natural Resources	Application Services	Danielle Hood	2 0	0 0	2 0
		Dustin Crump	4 1	0 0	4 1
		Martin Gonzalez	1 1	0 0	1 1
		Tony Larsen	4 0	0 0	4 0
		Assigned to Individual Total	11 2	0 0	11 2
	Application Support - WIC	Matthew Earl	1 1	0 0	1 1
		Assigned to Individual Total	1 1	0 0	1 1
	Campus Networking	Jordy Davis	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Capitol Hosting	Curtis Parker	1 0	0 0	1 0
		Joe Benson	1 0	0 0	1 0

Enterprise Incident Report September 2012

As of 10/1/2012

Natural Resources

			Low	Medium	FCR Total
Natural Resources	Capitol Hosting	Assigned to Individual Total	2 0	0 0	2 0
	Enterprise Security	Bart Grant	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Fleet Administration	Amanda Ronan	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Help Desk	Brenda Treadway	1 1	0 0	1 1
		Eileen Dubach	1 1	0 0	1 1
		James Stearns	2 2	0 0	2 2
		Julie VanBeekum	1 1	0 0	1 1
		Vicky Marrelli	11 11	0 0	11 11
		Assigned to Individual Total	16 16	0 0	16 16
	Metro C Desktop Support	Jeff Curtis	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Metro D Desktop Support	Denise Wardle	23 6	0 0	23 6

Enterprise Incident Report September 2012

As of 10/1/2012

Natural Resources

			Low	Medium	FCR Total
Natural Resources	Metro D Desktop Support	Dusty Serr	23 7	0 0	23 7
		Lynn McCrary	2 0	0 0	2 0
		Paul Gedge	3 0	1 0	4 0
		Assigned to Individual Total	51 13	1 0	52 13
	Metro D Help Desk	Doug Brown	19 17	0 0	19 17
		Jed Patrick	13 11	0 0	13 11
		John Robinson	18 11	0 0	18 11
		Assigned to Individual Total	50 39	0 0	50 39
	Metro D Hosting	David Hert	0 0	1 0	1 0
		Steven Haderlie	3 0	0 0	3 0
		Assigned to Individual Total	3 0	1 0	4 0
	Network Operations	Brant Davis	0 0	1 0	1 0
		Dave Bodily	1 0	1 0	2 0
		Jared Elzinga	1 0	0 0	1 0

Enterprise Incident Report September 2012

As of 10/1/2012

Natural Resources

			Low	Medium	FCR Total
Natural Resources	Network Operations	Michael Ostrander	3 0	0 0	3 0
		Assigned to Individual Total	5 0	2 0	7 0
	Rural Central Desktop Support	Jay Barfuss	1 1	0 0	1 1
		Rod Montoya	2 2	0 0	2 2
		Todd Hardy	4 2	0 0	4 2
		Assigned to Individual Total	7 5	0 0	7 5
	Rural North Desktop Support	Kim Ratushniak	2 2	0 0	2 2
		Lori Hartzell	1 0	0 0	1 0
		Ryan Casey	2 0	0 0	2 0
		Assigned to Individual Total	5 2	0 0	5 2
	Rural South Desktop Support	Cheri Oldham	1 0	0 0	1 0
		Doug Chaston	4 4	0 0	4 4
		Doug Thornton	2 1	0 0	2 1
		Joel Finlinson	5 4	0 0	5 4

Enterprise Incident Report September 2012

As of 10/1/2012

Natural Resources

			Low	Medium	FCR Total
Natural Resources	Rural South Desktop Support	Lance Nay	2 0	0 0	2 0
		Lane Adams	4 0	0 0	4 0
		Ryan Bennett	2 0	0 0	2 0
		Assigned to Individual Total	20 9	0 0	20 9
	Technical Lead/Project Manager	Martin Gonzalez	1 1	0 0	1 1
		Assigned to Individual Total	1 1	0 0	1 1
	Voice Operations	Gail Christiansen	1 0	1 0	2 0
		Romanza Hamblin Sorensen	4 3	1 0	5 3
		Assigned to Individual Total	5 3	2 0	7 3
	Voice/Data/WAN Services	Art Scott	1 0	0 0	1 0
		Mark Thomas	1 0	0 0	1 0
		Mike Johnson	1 0	0 0	1 0
		Spencer Blodgett	1 0	0 0	1 0
		Assigned to Individual Total	4 0	0 0	4 0

Enterprise Incident Report September 2012

As of 10/1/2012

Natural Resources

			Low	Medium	FCR Total
Natural Resources	Wireless Services	Neil Bauer	1 1	0 0	1 1
		Paul Gustin	1 0	0 0	1 0
		Assigned to Individual Total	2 1	0 0	2 1
	Assigned Group Total		187 92	6 0	193 92
	Customer Company Total		187 92	6 0	193 92

Enterprise Incident Report September 2012

As of 10/1/2012

Natural Resources

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response		
			Low	Medium	MIR Total
Natural Resources	Application Services	Danielle Hood	2 1	0 0	2 1
		Dustin Crump	4 0	0 0	4 0
		Martin Gonzalez	1 0	0 0	1 0
		Tony Larsen	4 3	0 0	4 3
		Assigned to Individual Total	11 4	0 0	11 4
	Application Support - WIC	Matthew Earl	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Campus Networking	Jordy Davis	1 1	0 0	1 1
		Assigned to Individual Total	1 1	0 0	1 1
	Capitol Hosting	Curtis Parker	1 1	0 0	1 1
		Joe Benson	1 0	0 0	1 0

Enterprise Incident Report September 2012

As of 10/1/2012

Natural Resources

			Low	Medium	MIR Total
Natural Resources	Capitol Hosting	Assigned to Individual Total	2	0	2
			1	0	1
	Enterprise Security	Bart Grant	1	0	1
			0	0	0
		Assigned to Individual Total	1	0	1
			0	0	0
	Fleet Administration	Amanda Ronan	1	0	1
			0	0	0
		Assigned to Individual Total	1	0	1
			0	0	0
	Help Desk	Brenda Treadway	1	0	1
			0	0	0
		Eileen Dubach	1	0	1
			0	0	0
		James Stearns	2	0	2
			0	0	0
		Julie VanBeekum	1	0	1
			0	0	0
		Vicky Marrelli	11	0	11
			0	0	0
		Assigned to Individual Total	16	0	16
			0	0	0
	Metro C Desktop Support	Jeff Curtis	1	0	1
			0	0	0
		Assigned to Individual Total	1	0	1
			0	0	0
	Metro D Desktop Support	Denise Wardle	23	0	23
			0	0	0

Enterprise Incident Report September 2012

As of 10/1/2012

Natural Resources

			Low	Medium	MIR Total
Natural Resources	Metro D Desktop Support	Dusty Serr	23 0	0 0	23 0
		Lynn McCrary	2 0	0 0	2 0
		Paul Gedge	3 0	1 0	4 0
		Assigned to Individual Total	51 0	1 0	52 0
	Metro D Help Desk	Doug Brown	19 1	0 0	19 1
		Jed Patrick	13 0	0 0	13 0
		John Robinson	18 0	0 0	18 0
		Assigned to Individual Total	50 1	0 0	50 1
	Metro D Hosting	David Hert	0 0	1 0	1 0
		Steven Haderlie	3 1	0 0	3 1
		Assigned to Individual Total	3 1	1 0	4 1
	Network Operations	Brant Davis	0 0	1 0	1 0
		Dave Bodily	1 0	1 0	2 0
		Jared Elzinga	1 0	0 0	1 0

Enterprise Incident Report September 2012

As of 10/1/2012

Natural Resources

			Low	Medium	MIR Total
Natural Resources	Network Operations	Michael Ostrander	3 1	0 0	3 1
		Assigned to Individual Total	5 1	2 0	7 1
	Rural Central Desktop Support	Jay Barfuss	1 0	0 0	1 0
		Rod Montoya	2 0	0 0	2 0
		Todd Hardy	4 0	0 0	4 0
		Assigned to Individual Total	7 0	0 0	7 0
	Rural North Desktop Support	Kim Ratushniak	2 0	0 0	2 0
		Lori Hartzell	1 0	0 0	1 0
		Ryan Casey	2 1	0 0	2 1
		Assigned to Individual Total	5 1	0 0	5 1
	Rural South Desktop Support	Cheri Oldham	1 0	0 0	1 0
		Doug Chaston	4 0	0 0	4 0
		Doug Thornton	2 0	0 0	2 0
		Joel Finlinson	5 1	0 0	5 1

Enterprise Incident Report September 2012

As of 10/1/2012

Natural Resources

			Low	Medium	MIR Total
Natural Resources	Rural South Desktop Support	Lance Nay	2 0	0 0	2 0
		Lane Adams	4 1	0 0	4 1
		Ryan Bennett	2 1	0 0	2 1
		Assigned to Individual Total	20 3	0 0	20 3
	Technical Lead/Project Manager	Martin Gonzalez	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Voice Operations	Gail Christiansen	1 0	1 0	2 0
		Romanza Hamblin Sorensen	4 0	1 0	5 0
		Assigned to Individual Total	5 0	2 0	7 0
	Voice/Data/WAN Services	Art Scott	1 0	0 0	1 0
		Mark Thomas	1 0	0 0	1 0
		Mike Johnson	1 0	0 0	1 0
		Spencer Blodgett	1 0	0 0	1 0
		Assigned to Individual Total	4 0	0 0	4 0

Enterprise Incident Report September 2012

As of 10/1/2012

Natural Resources

			Low	Medium	MIR Total
Natural Resources	Wireless Services	Neil Bauer	1 0	0 0	1 0
		Paul Gustin	1 0	0 0	1 0
		Assigned to Individual Total	2 0	0 0	2 0
	Assigned Group Total		187 13	6 0	193 13
	Customer Company Total		187 13	6 0	193 13

Enterprise Incident Report September 2012

As of 10/1/2012

Natural Resources

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours		
			Low	Medium	ATTIR Total
Natural Resources	Application Services	Danielle Hood	2 1.22	0 0.00	2 1.22
		Dustin Crump	4 0.24	0 0.00	4 0.24
		Martin Gonzalez	1 0.26	0 0.00	1 0.26
		Tony Larsen	4 1.48	0 0.00	4 1.48
		Assigned to Individual Total	11 0.87	0 0.00	11 0.87
	Application Support - WIC	Matthew Earl	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	1 0.00	0 0.00	1 0.00
	Campus Networking	Jordy Davis	1 139.39	0 0.00	1 139.39
		Assigned to Individual Total	1 139.39	0 0.00	1 139.39
	Capitol Hosting	Curtis Parker	1 1.15	0 0.00	1 1.15
		Joe Benson	1 0.02	0 0.00	1 0.02

Enterprise Incident Report September 2012

As of 10/1/2012

Natural Resources

			Low	Medium	ATTIR Total
Natural Resources	Capitol Hosting	Assigned to Individual Total	2 0.59	0 0.00	2 0.59
	Enterprise Security	Bart Grant	1 0.07	0 0.00	1 0.07
		Assigned to Individual Total	1 0.07	0 0.00	1 0.07
	Fleet Administration	Amanda Ronan	1 0.76	0 0.00	1 0.76
		Assigned to Individual Total	1 0.76	0 0.00	1 0.76
	Help Desk	Brenda Treadway	1 0.00	0 0.00	1 0.00
		Eileen Dubach	1 0.13	0 0.00	1 0.13
		James Stearns	2 0.00	0 0.00	2 0.00
		Julie VanBeekum	1 0.00	0 0.00	1 0.00
		Vicky Marrelli	11 0.06	0 0.00	11 0.06
		Assigned to Individual Total	16 0.05	0 0.00	16 0.05
	Metro C Desktop Support	Jeff Curtis	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	1 0.00	0 0.00	1 0.00
	Metro D Desktop Support	Denise Wardle	23 0.15	0 0.00	23 0.15

Enterprise Incident Report September 2012

As of 10/1/2012

Natural Resources

			Low	Medium	ATTIR Total
Natural Resources	Metro D Desktop Support	Dusty Serr	23 0.23	0 0.00	23 0.23
		Lynn McCrary	2 0.00	0 0.00	2 0.00
		Paul Gedge	3 0.64	1 0.00	4 0.48
		Assigned to Individual Total	51 0.21	1 0.00	52 0.20
	Metro D Help Desk	Doug Brown	19 0.10	0 0.00	19 0.10
		Jed Patrick	13 0.09	0 0.00	13 0.09
		John Robinson	18 0.06	0 0.00	18 0.06
		Assigned to Individual Total	50 0.08	0 0.00	50 0.08
	Metro D Hosting	David Hert	0 0.00	1 0.32	1 0.32
		Steven Haderlie	3 0.97	0 0.00	3 0.97
		Assigned to Individual Total	3 0.97	1 0.32	4 0.80
	Network Operations	Brant Davis	0 0.00	1 0.20	1 0.20
		Dave Bodily	1 0.00	1 0.35	2 0.18
		Jared Elzinga	1 0.00	0 0.00	1 0.00

Enterprise Incident Report September 2012

As of 10/1/2012

Natural Resources

			Low	Medium	ATTIR Total
Natural Resources	Network Operations	Michael Ostrander	3 0.38	0 0.00	3 0.38
		Assigned to Individual Total	5 0.23	2 0.28	7 0.24
	Rural Central Desktop Support	Jay Barfuss	1 0.00	0 0.00	1 0.00
		Rod Montoya	2 0.00	0 0.00	2 0.00
		Todd Hardy	4 0.22	0 0.00	4 0.22
		Assigned to Individual Total	7 0.12	0 0.00	7 0.12
	Rural North Desktop Support	Kim Ratushniak	2 0.42	0 0.00	2 0.42
		Lori Hartzell	1 0.35	0 0.00	1 0.35
		Ryan Casey	2 0.89	0 0.00	2 0.89
		Assigned to Individual Total	5 0.59	0 0.00	5 0.59
	Rural South Desktop Support	Cheri Oldham	1 0.89	0 0.00	1 0.89
		Doug Chaston	4 0.00	0 0.00	4 0.00
		Doug Thornton	2 0.44	0 0.00	2 0.44
		Joel Finlinson	5 0.20	0 0.00	5 0.20

Enterprise Incident Report September 2012

As of 10/1/2012

Natural Resources

			Low	Medium	ATTIR Total
Natural Resources	Rural South Desktop Support	Lance Nay	2 0.51	0 0.00	2 0.51
		Lane Adams	4 0.74	0 0.00	4 0.74
		Ryan Bennett	2 0.95	0 0.00	2 0.95
		Assigned to Individual Total	20 0.43	0 0.00	20 0.43
	Technical Lead/Project Manager	Martin Gonzalez	1 0.08	0 0.00	1 0.08
		Assigned to Individual Total	1 0.08	0 0.00	1 0.08
	Voice Operations	Gail Christiansen	1 0.10	1 0.16	2 0.13
		Romanza Hamblin Sorensen	4 0.17	1 0.14	5 0.16
		Assigned to Individual Total	5 0.15	2 0.15	7 0.15
	Voice/Data/WAN Services	Art Scott	1 0.18	0 0.00	1 0.18
		Mark Thomas	1 0.22	0 0.00	1 0.22
		Mike Johnson	1 0.18	0 0.00	1 0.18
		Spencer Blodgett	1 0.16	0 0.00	1 0.16
		Assigned to Individual Total	4 0.18	0 0.00	4 0.18

Enterprise Incident Report September 2012

As of 10/1/2012

Natural Resources

			Low	Medium	ATTIR Total
Natural Resources	Wireless Services	Neil Bauer	1 0.00	0 0.00	1 0.00
		Paul Gustin	1 0.34	0 0.00	1 0.34
		Assigned to Individual Total	2 0.17	0 0.00	2 0.17
	Assigned Group Total		187 0.99	6 0.20	193 0.96
Customer Company Total			187 0.99	6 0.20	193 0.96

Enterprise Incident Report September 2012

As of 10/1/2012

Natural Resources

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution		
			Low	Medium	MR Total
Natural Resources	Application Services	Danielle Hood	2 1	0 0	2 1
		Dustin Crump	4 0	0 0	4 0
		Martin Gonzalez	1 0	0 0	1 0
		Tony Larsen	4 0	0 0	4 0
		Assigned to Individual Total	11 1	0 0	11 1
	Application Support - WIC	Matthew Earl	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Campus Networking	Jordy Davis	1 1	0 0	1 1
		Assigned to Individual Total	1 1	0 0	1 1
	Capitol Hosting	Curtis Parker	1 0	0 0	1 0
		Joe Benson	1 0	0 0	1 0

Enterprise Incident Report September 2012

As of 10/1/2012

Natural Resources

			Low	Medium	MR Total
Natural Resources	Capitol Hosting	Assigned to Individual Total	2 0	0 0	2 0
	Enterprise Security	Bart Grant	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Fleet Administration	Amanda Ronan	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Help Desk	Brenda Treadway	1 0	0 0	1 0
		Eileen Dubach	1 0	0 0	1 0
		James Stearns	2 0	0 0	2 0
		Julie VanBeekum	1 0	0 0	1 0
		Vicky Marrelli	11 0	0 0	11 0
		Assigned to Individual Total	16 0	0 0	16 0
	Metro C Desktop Support	Jeff Curtis	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Metro D Desktop Support	Denise Wardle	23 8	0 0	23 8

Enterprise Incident Report September 2012

As of 10/1/2012

Natural Resources

			Low	Medium	MR Total
Natural Resources	Metro D Desktop Support	Dusty Serr	23 2	0 0	23 2
		Lynn McCrary	2 0	0 0	2 0
		Paul Gedge	3 1	1 0	4 1
		Assigned to Individual Total	51 11	1 0	52 11
	Metro D Help Desk	Doug Brown	19 0	0 0	19 0
		Jed Patrick	13 0	0 0	13 0
		John Robinson	18 0	0 0	18 0
		Assigned to Individual Total	50 0	0 0	50 0
	Metro D Hosting	David Hert	0 0	1 1	1 1
		Steven Haderlie	3 0	0 0	3 0
		Assigned to Individual Total	3 0	1 1	4 1
	Network Operations	Brant Davis	0 0	1 0	1 0
		Dave Bodily	1 0	1 1	2 1
		Jared Elzinga	1 0	0 0	1 0

Enterprise Incident Report September 2012

As of 10/1/2012

Natural Resources

			Low	Medium	MR Total
Natural Resources	Network Operations	Michael Ostrander	3 0	0 0	3 0
		Assigned to Individual Total	5 0	2 1	7 1
	Rural Central Desktop Support	Jay Barfuss	1 0	0 0	1 0
		Rod Montoya	2 0	0 0	2 0
		Todd Hardy	4 1	0 0	4 1
		Assigned to Individual Total	7 1	0 0	7 1
	Rural North Desktop Support	Kim Ratushniak	2 0	0 0	2 0
		Lori Hartzell	1 0	0 0	1 0
		Ryan Casey	2 0	0 0	2 0
		Assigned to Individual Total	5 0	0 0	5 0
	Rural South Desktop Support	Cheri Oldham	1 0	0 0	1 0
		Doug Chaston	4 0	0 0	4 0
		Doug Thornton	2 0	0 0	2 0
		Joel Finlinson	5 0	0 0	5 0

Enterprise Incident Report September 2012

As of 10/1/2012

Natural Resources

			Low	Medium	MR Total
Natural Resources	Rural South Desktop Support	Lance Nay	2 0	0 0	2 0
		Lane Adams	4 0	0 0	4 0
		Ryan Bennett	2 0	0 0	2 0
		Assigned to Individual Total	20 0	0 0	20 0
	Technical Lead/Project Manager	Martin Gonzalez	1 1	0 0	1 1
		Assigned to Individual Total	1 1	0 0	1 1
	Voice Operations	Gail Christiansen	1 0	1 0	2 0
		Romanza Hamblin Sorensen	4 0	1 0	5 0
		Assigned to Individual Total	5 0	2 0	7 0
	Voice/Data/WAN Services	Art Scott	1 0	0 0	1 0
		Mark Thomas	1 0	0 0	1 0
		Mike Johnson	1 0	0 0	1 0
		Spencer Blodgett	1 0	0 0	1 0
		Assigned to Individual Total	4 0	0 0	4 0

Enterprise Incident Report September 2012

As of 10/1/2012

Natural Resources

			Low	Medium	MR Total
Natural Resources	Wireless Services	Neil Bauer	1 1	0 0	1 1
		Paul Gustin	1 1	0 0	1 1
		Assigned to Individual Total	2 2	0 0	2 2
		Assigned Group Total		187 17	6 2
	Customer Company Total		187 17	6 2	193 19

Enterprise Incident Report September 2012

As of 10/1/2012

Natural Resources

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours		
			Low	Medium	ATTR Total
Natural Resources	Application Services	Danielle Hood	2 5.83	0 0.00	2 5.83
		Dustin Crump	4 1.62	0 0.00	4 1.62
		Martin Gonzalez	1 5.28	0 0.00	1 5.28
		Tony Larsen	4 2.35	0 0.00	4 2.35
		Assigned to Individual Total	11 2.99	0 0.00	11 2.99
	Application Support - WIC	Matthew Earl	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	1 0.00	0 0.00	1 0.00
	Campus Networking	Jordy Davis	1 139.39	0 0.00	1 139.39
		Assigned to Individual Total	1 139.39	0 0.00	1 139.39
	Capitol Hosting	Curtis Parker	1 3.30	0 0.00	1 3.30
		Joe Benson	1 0.63	0 0.00	1 0.63

Enterprise Incident Report September 2012

As of 10/1/2012

Natural Resources

			Low	Medium	ATTR Total
Natural Resources	Capitol Hosting	Assigned to Individual Total	2 1.97	0 0.00	2 1.97
	Enterprise Security	Bart Grant	1 1.76	0 0.00	1 1.76
		Assigned to Individual Total	1 1.76	0 0.00	1 1.76
	Fleet Administration	Amanda Ronan	1 0.76	0 0.00	1 0.76
		Assigned to Individual Total	1 0.76	0 0.00	1 0.76
	Help Desk	Brenda Treadway	1 0.00	0 0.00	1 0.00
		Eileen Dubach	1 0.13	0 0.00	1 0.13
		James Stearns	2 0.00	0 0.00	2 0.00
		Julie VanBeekum	1 0.00	0 0.00	1 0.00
		Vicky Marrelli	11 0.08	0 0.00	11 0.08
		Assigned to Individual Total	16 0.06	0 0.00	16 0.06
	Metro C Desktop Support	Jeff Curtis	1 4.36	0 0.00	1 4.36
		Assigned to Individual Total	1 4.36	0 0.00	1 4.36
	Metro D Desktop Support	Denise Wardle	23 4.40	0 0.00	23 4.40

Enterprise Incident Report September 2012

As of 10/1/2012

Natural Resources

			Low	Medium	ATTR Total
Natural Resources	Metro D Desktop Support	Dusty Serr	23 2.04	0 0.00	23 2.04
		Lynn McCrary	2 0.01	0 0.00	2 0.01
		Paul Gedge	3 5.53	1 1.39	4 4.50
		Assigned to Individual Total	51 3.23	1 1.39	52 3.20
	Metro D Help Desk	Doug Brown	19 0.19	0 0.00	19 0.19
		Jed Patrick	13 0.09	0 0.00	13 0.09
		John Robinson	18 0.07	0 0.00	18 0.07
		Assigned to Individual Total	50 0.12	0 0.00	50 0.12
	Metro D Hosting	David Hert	0 0.00	1 8.51	1 8.51
		Steven Haderlie	3 4.26	0 0.00	3 4.26
		Assigned to Individual Total	3 4.26	1 8.51	4 5.32
	Network Operations	Brant Davis	0 0.00	1 0.20	1 0.20
		Dave Bodily	1	1 28.10	2 28.10
		Jared Elzinga	1 0.10	0 0.00	1 0.10

Enterprise Incident Report September 2012

As of 10/1/2012

Natural Resources

			Low	Medium	ATTR Total
Natural Resources	Network Operations	Michael Ostrander	3 0.71	0 0.00	3 0.71
		Assigned to Individual Total	5 0.56	2 14.15	7 5.09
	Rural Central Desktop Support	Jay Barfuss	1 0.00	0 0.00	1 0.00
		Rod Montoya	2 0.06	0 0.00	2 0.06
		Todd Hardy	4 4.72	0 0.00	4 4.72
		Assigned to Individual Total	7 2.71	0 0.00	7 2.71
	Rural North Desktop Support	Kim Ratushniak	2 1.52	0 0.00	2 1.52
		Lori Hartzell	1 0.35	0 0.00	1 0.35
		Ryan Casey	2 1.77	0 0.00	2 1.77
		Assigned to Individual Total	5 1.29	0 0.00	5 1.29
	Rural South Desktop Support	Cheri Oldham	1 0.89	0 0.00	1 0.89
		Doug Chaston	4 0.00	0 0.00	4 0.00
		Doug Thornton	2 0.44	0 0.00	2 0.44
		Joel Finlinson	5 0.20	0 0.00	5 0.20

Enterprise Incident Report September 2012

As of 10/1/2012

Natural Resources

			Low	Medium	ATTR Total
Natural Resources	Rural South Desktop Support	Lance Nay	2 0.51	0 0.00	2 0.51
		Lane Adams	4 1.32	0 0.00	4 1.32
		Ryan Bennett	2 0.95	0 0.00	2 0.95
		Assigned to Individual Total	20 0.55	0 0.00	20 0.55
	Technical Lead/Project Manager	Martin Gonzalez	1 26.03	0 0.00	1 26.03
		Assigned to Individual Total	1 26.03	0 0.00	1 26.03
	Voice Operations	Gail Christiansen	1 0.22	1 0.32	2 0.27
		Romanza Hamblin Sorensen	4 2.06	1 0.76	5 1.80
		Assigned to Individual Total	5 1.69	2 0.54	7 1.36
	Voice/Data/WAN Services	Art Scott	1 0.34	0 0.00	1 0.34
		Mark Thomas	1 0.22	0 0.00	1 0.22
		Mike Johnson	1 5.28	0 0.00	1 5.28
		Spencer Blodgett	1 0.16	0 0.00	1 0.16
		Assigned to Individual Total	4 1.50	0 0.00	4 1.50

Enterprise Incident Report September 2012

As of 10/1/2012

Natural Resources

			Low	Medium	ATTR Total
Natural Resources	Wireless Services	Neil Bauer	1 6.36	0 0.00	1 6.36
		Paul Gustin	1 276.61	0 0.00	1 276.61
		Assigned to Individual Total	2 141.48	0 0.00	2 141.48
	Assigned Group Total		187 3.94	6 6.55	193 4.02
Customer Company Total			187 3.94	6 6.55	193 4.02

Enterprise Incident Report September 2012

As of 10/1/2012

Natural Resources

Detail

INC000000551654	Dana Dewey	PC/Laptop	Performance	None		TIR Missed: No	0.34
	Wireless Services	Paul Gustin	Natural Resources	Low	Closed	TTR Missed: Yes	276.61
INC000000561537	Blaine Cox	Application	Reporting	Novell GroupWise		TIR Missed: No	0.98
	Application Services	Tony Larsen	Natural Resources	Low	Closed	TTR Missed: No	3.21
INC000000561911	Christopher Quick	None	None	None		TIR Missed: Yes	139.39
	Campus Networking	Jordy Davis	Natural Resources	Low	Closed	TTR Missed: Yes	139.39
INC000000562222	Nathan Long	PC/Laptop	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Wireless Services	Neil Bauer	Natural Resources	Low	Closed	TTR Missed: Yes	6.36
INC000000563002	Ryan Riddle	PC/Laptop	Error	None		TIR Missed: No	0.88
	Rural South Desktop Support	Doug Thornton	Natural Resources	Low	Resolved	TTR Missed: No	0.89
INC000000566474	Don Staley	None	None	None		TIR Missed: Yes	1.89
	Application Services	Tony Larsen	Natural Resources	Low	Closed	TTR Missed: No	1.89
INC000000567930	Earlene Russell	Application	Error	Gmail		TIR Missed: No	0.08
	Technical Lead/Project Manager	Martin Gonzalez	Natural Resources	Low	Closed	TTR Missed: Yes	26.03
INC000000567958	Margo Leech	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.89
	Rural South Desktop Support	Cheri Oldham	Natural Resources	Low	Closed	TTR Missed: No	0.89
INC000000570270	Don Staley	None	None	None		TIR Missed: No	0.89
	Metro D Desktop Support	Paul Gedge	Natural Resources	Low	Closed	TTR Missed: Yes	8.72
INC000000572136	Kurt Coroles	None	None	None		TIR Missed: Yes	1.77
	Rural North Desktop Support	Ryan Casey	Natural Resources	Low	Closed	TTR Missed: No	1.77
INC000000572323	James Greer	Application	Reporting	Novell GroupWise		TIR Missed: Yes	1.33
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	1.33
INC000000572339	Jeff Briggs	Telecom	Call/Receive	Telephone		TIR Missed: No	0.16
	Voice Operations	Gail Christiansen	Natural Resources	Medium	Closed	TTR Missed: No	0.32
INC000000572488	Diana Ludwig	Application	Error	Novell GroupWise		TIR Missed: Yes	1.07
	Application Services	Tony Larsen	Natural Resources	Low	Closed	TTR Missed: No	1.35
INC000000572501	Stephen Rutter	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Natural Resources	Low	Closed	TTR Missed: No	0.88
INC000000572567	Jeff Briggs	Telecom	Dial Tone	Telephone		TIR Missed: No	0.16
	Voice/Data/WAN Services	Spencer Blodgett	Natural Resources	Low	Closed	TTR Missed: No	0.16
INC000000572590	Nickole Mccarty	Application	Password	Utah Master Directory		TIR Missed: No	0.13
	Help Desk	Eileen Dubach	Natural Resources	Low	Closed	TTR Missed: No	0.13

Enterprise Incident Report September 2012

As of 10/1/2012

Natural Resources

INC000000572596	Alison McCluskey	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low Closed	TTR Missed: No	0.00
INC000000572618	Nickole Mccarty	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low Closed	TTR Missed: No	0.00
INC000000572643	Tony Wood	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Natural Resources	Low Closed	TTR Missed: No	0.00
INC000000572695	Ben Bloodworth	PC/Laptop	Hardware	None	TIR Missed: No	0.13
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low Closed	TTR Missed: No	3.92
INC000000572857	Eugene Swalberg	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low Closed	TTR Missed: No	0.00
INC000000572868	Jennifer Biggs	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low Closed	TTR Missed: No	0.00
INC000000572915	Jayne Richens	None	None	None	TIR Missed: No	0.22
	Voice/Data/WAN Services	Mark Thomas	Natural Resources	Low Closed	TTR Missed: No	0.22
INC000000572991	Marvin Turner	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Natural Resources	Low Closed	TTR Missed: No	0.00
INC000000573007	Michael Tillack	Application	Password	Utah Master Directory	TIR Missed: No	0.00
	Help Desk	James Stearns	Natural Resources	Low Closed	TTR Missed: No	0.00
INC000000573057	Kim Nay	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low Closed	TTR Missed: No	0.00
INC000000573070	Robin Watson-Christianson	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Lynn McCrary	Natural Resources	Low Closed	TTR Missed: No	0.03
INC000000573155	Vickie Southwick	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low Closed	TTR Missed: No	0.00
INC000000573164	Jo Ogea	Network	Performance	None	TIR Missed: No	0.39
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low Closed	TTR Missed: No	3.76
INC000000573206	Michael Tillack	Application	Password	Employee Gateway	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Natural Resources	Low Closed	TTR Missed: No	0.00
INC000000573310	Angela Nance	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low Closed	TTR Missed: No	0.00
INC000000573442	David Tabet	PC/Laptop	Error	None	TIR Missed: No	0.89
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low Closed	TTR Missed: No	3.91
INC000000573454	Steven Harris	Application	Password	Employee Gateway	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Natural Resources	Low Closed	TTR Missed: No	0.00

Enterprise Incident Report September 2012

As of 10/1/2012

Natural Resources

INC000000573619	Matthew Briggs	Application	Error	Microsoft Windows 7	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low Closed	TTR Missed: No	0.07
INC000000573644	Pam Martin	PC/Laptop	Error	None	TIR Missed: No	0.39
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low Closed	TTR Missed: No	0.39
INC000000573778	Nina Laitinen	Application	Reporting	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Natural Resources	Low Closed	TTR Missed: No	0.00
INC000000573811	Teri Paul	PC/Laptop	Error	None	TIR Missed: No	0.31
	Rural South Desktop Support	Lance Nay	Natural Resources	Low Closed	TTR Missed: No	0.31
INC000000573947	Clinton Dworshak	None	None	None	TIR Missed: No	0.03
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low Closed	TTR Missed: Yes	6.73
INC000000573951	Carolyn Williams	None	None	None	TIR Missed: No	0.09
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low Closed	TTR Missed: No	4.80
INC000000573954	Lisha Cordova	None	None	None	TIR Missed: No	0.05
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low Closed	TTR Missed: Yes	6.66
INC000000573956	Dustin Doucet	None	None	None	TIR Missed: No	0.02
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low Closed	TTR Missed: No	3.47
INC000000574203	Dustin Doucet	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low Closed	TTR Missed: No	0.00
INC000000574331	Vance Mumford	Network	Virus	None	TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Natural Resources	Low Closed	TTR Missed: No	0.00
INC000000574417	Tony Wood	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low Closed	TTR Missed: No	0.00
INC000000574511	Kyle Kettle	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Natural Resources	Low Closed	TTR Missed: No	0.00
INC000000574527	Angela Nance	Application	None	None	TIR Missed: No	0.35
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low Closed	TTR Missed: No	0.35
INC000000574666	Meridith Perkins	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low Closed	TTR Missed: No	0.00
INC000000574668	Jennifer Sullivan	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low Closed	TTR Missed: No	0.00
INC000000574815	Carmen Bailey	Telecom	None	None	TIR Missed: Yes	1.93
	Application Services	Danielle Hood	Natural Resources	Low Closed	TTR Missed: No	2.20
INC000000574897	Jason Allen	Network	Performance	None	TIR Missed: No	0.35
	Network Operations	Dave Bodily	Natural Resources	Medium Resolved	TTR Missed: Yes	28.10

Enterprise Incident Report September 2012

As of 10/1/2012

Natural Resources

INC000000574906	Keith Haws	Mobile Devices	None	Droid		TIR Missed: No	0.51
	Application Services	Danielle Hood	Natural Resources	Low	Closed	TTR Missed: Yes	9.47
INC000000574918	David Shearer	Wireless Connectivity	Error	None		TIR Missed: No	0.07
	Enterprise Security	Bart Grant	Natural Resources	Low	Closed	TTR Missed: No	1.76
INC000000575222	Mike Nelson	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000575235	Steve Bowman	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Lynn McCrary	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000575250	Vance Twitchell	Application	None	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000575313	Christopher Duross	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000575409	Keith Crumpton	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.11
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.17
INC000000575416	Bill James	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000575590	Stacy Shifflett	Application	Error	None		TIR Missed: No	0.19
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: Yes	12.99
INC000000575671	Tracy See	Network	Performance	None		TIR Missed: No	0.87
	Rural Central Desktop Support	Todd Hardy	Natural Resources	Low	Closed	TTR Missed: No	5.60
INC000000575683	Deziree Jensen	None	None	None		TIR Missed: No	0.68
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	1.18
INC000000575739	Ja Eggett	None	None	None		TIR Missed: No	0.00
	Network Operations	Jared Elzinga	Natural Resources	Low	Closed	TTR Missed: No	0.10
INC000000575820	Nicole Dennison	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000575846	Carmen Bailey	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000575855	Bret Dixon	PC/Laptop	Hardware	None		TIR Missed: No	0.07
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	3.38
INC000000576011	Dan Aubrey	Application	Password	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000576020	Brenda Woolsey	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Natural Resources	Low	Closed	TTR Missed: No	0.00

Enterprise Incident Report September 2012

As of 10/1/2012

Natural Resources

INC000000576022	Brenda Woolsey	Network	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000576049	Lindy Higham	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000576117	Gayle Allred	Telecom	None	Telephone		TIR Missed: No	0.18
	Voice/Data/WAN Services	Art Scott	Natural Resources	Low	Closed	TTR Missed: No	0.34
INC000000576294	Larry Dalton	Application	Error	Microsoft Excel		TIR Missed: No	0.27
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	0.30
INC000000576454	Jan Morse	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000576832	Laurie Stickler	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000576840	Gordon Nelson	None	None	None		TIR Missed: No	0.00
	Network Operations	Michael Ostrander	Natural Resources	Low	Closed	TTR Missed: No	0.05
INC000000576855	Rachel Medina	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000576895	Kirk Forbush	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000576897	Richard Hartman	PC/Laptop	Password	None		TIR Missed: No	0.26
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	1.58
INC000000576909	Rich Hansen	Network	Performance	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ryan Casey	Natural Resources	Low	Closed	TTR Missed: No	
INC000000576950	Ron Trogstad	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.42
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.42
INC000000577007	Jan Morse	Application	Password	Novell GroupWise		TIR Missed: No	0.50
	Metro D Help Desk	Jed Patrick	Natural Resources	Low	Closed	TTR Missed: No	0.50
INC000000577096	Helen Sadik-Macdonald	PC/Laptop	Hardware	None		TIR Missed: No	0.68
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	4.41
INC000000577154	Laurie Stickler	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000577178	Marianne Burbidge	Telecom	Call Management	Telephone		TIR Missed: No	0.18
	Voice/Data/WAN Services	Mike Johnson	Natural Resources	Low	Resolved	TTR Missed: No	5.28
INC000000577397	Robin Watson-Christianson	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00

Enterprise Incident Report September 2012

As of 10/1/2012

Natural Resources

INC000000577579	Richard Fridell	Application	None	Novell GroupWise	TIR Missed: No	0.26
	Application Services	Martin Gonzalez	Natural Resources	Low Closed	TTR Missed: No	5.28
INC000000577586	Ron Trogstad	Application	Error	Utah Master Directory	TIR Missed: No	0.00
	Help Desk	James Stearns	Natural Resources	Low Closed	TTR Missed: No	0.00
INC000000577596	Alene Whittekiend	Application	None	Cisco AnyConnect VPN Client	TIR Missed: Yes	1.58
	Rural South Desktop Support	Ryan Bennett	Natural Resources	Low Resolved	TTR Missed: No	1.58
INC000000577606	Lucia Malin	None	None	None	TIR Missed: Yes	1.76
	Metro D Hosting	Steven Haderlie	Natural Resources	Low Closed	TTR Missed: No	5.79
INC000000577666	Vance Twitchell	PC/Laptop	Performance	None	TIR Missed: No	0.67
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low Resolved	TTR Missed: No	3.53
INC000000577749	Gayle Allred	Application	Password	State Payroll Time Entry System	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Natural Resources	Low Closed	TTR Missed: No	0.00
INC000000577758	Hollie Brown	Application	Error	None	TIR Missed: No	0.05
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low Resolved	TTR Missed: Yes	6.52
INC000000577926	Meridith Perkins	Application	None	Novell GroupWise	TIR Missed: Yes	1.99
	Application Services	Tony Larsen	Natural Resources	Low Closed	TTR Missed: No	2.96
INC000000578032	Cindy Roberts	PC/Laptop	Performance	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Natural Resources	Low Closed	TTR Missed: No	0.00
INC000000578097	Jim Parrish	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low Closed	TTR Missed: No	0.00
INC000000578125	Jenny Stucki	Network	Error	None	TIR Missed: No	0.11
	Network Operations	Michael Ostrander	Natural Resources	Low Closed	TTR Missed: No	0.53
INC000000578133	Danielle Mills	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.75
	Rural South Desktop Support	Lane Adams	Natural Resources	Low Resolved	TTR Missed: No	0.75
INC000000578169	Odair De Oliveira	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Natural Resources	Low Closed	TTR Missed: No	0.00
INC000000578336	Dave Hillier	Telecom	Dial Tone	Telephone	TIR Missed: No	0.14
	Voice Operations	Romanza Hamblin Sorensen	Natural Resources	Medium Resolved	TTR Missed: No	0.76
INC000000578395	Dave Hillier	Network	Incident	None	TIR Missed: Yes	1.02
	Network Operations	Michael Ostrander	Natural Resources	Low Resolved	TTR Missed: No	1.54
INC000000578551	Julie Howard	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low Closed	TTR Missed: No	0.00
INC000000578644	Buck Ehler	Telecom	Voice Mail	Telephone	TIR Missed: No	0.30
	Voice Operations	Romanza Hamblin Sorensen	Natural Resources	Low Closed	TTR Missed: No	1.04

Enterprise Incident Report September 2012

As of 10/1/2012

Natural Resources

INC000000578766	Elizabeth Kovacs	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratuszniak	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000579069	Natalie Brewster-Wilson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000579131	Danielle Lehle	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000579254	Kelton Morse	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000579350	Mark L Jones	Application	Password	PGP		TIR Missed: No	0.81
	Rural South Desktop Support	Lane Adams	Natural Resources	Low	Resolved	TTR Missed: No	3.14
INC000000579421	Nathan Long	Network	Error	Internet Explorer		TIR Missed: No	0.35
	Rural North Desktop Support	Lori Hartzell	Natural Resources	Low	Resolved	TTR Missed: No	0.35
INC000000579447	Stan Beckstrom	Network	Incident	None		TIR Missed: No	0.50
	Metro D Help Desk	John Robinson	Natural Resources	Low	Resolved	TTR Missed: No	0.50
INC000000579514	Sarah Sampson	Application	Error	None		TIR Missed: No	0.33
	Rural South Desktop Support	Ryan Bennett	Natural Resources	Low	Resolved	TTR Missed: No	0.33
INC000000579593	Natalie Brewster-Wilson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000579659	Jordan Lewis	Application	None	Fleet Focus		TIR Missed: No	0.76
	Fleet Administration	Amanda Ronan	Natural Resources	Low	Resolved	TTR Missed: No	0.76
INC000000579734	Dianne Davis	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000579789	Kathy A Smith	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000579824	Marianne Burbidge	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000579940	Robert Ressetar	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000579946	Danielle Mills	Network	Error	None		TIR Missed: No	0.00
	Network Operations	Dave Bodily	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000579993	Mark L Jones	PC/Laptop	Hardware	None		TIR Missed: Yes	1.09
	Rural South Desktop Support	Lane Adams	Natural Resources	Low	Resolved	TTR Missed: No	1.09
INC000000580024	Henry maddux	Mobile Devices	Error	Novell GroupWise PDA Connec		TIR Missed: No	0.09
	Application Services	Dustin Crump	Natural Resources	Low	Resolved	TTR Missed: No	1.41

Enterprise Incident Report September 2012

As of 10/1/2012

Natural Resources

INC000000580085	Marc Stilson	Telecom	None	None		TIR Missed: No	0.07
	Application Services	Dustin Crump	Natural Resources	Low	Resolved	TTR Missed: No	0.44
INC000000580106	Walid Sabbah	Application	Error	Adobe Acrobat		TIR Missed: No	0.06
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Resolved	TTR Missed: No	5.90
INC000000580188	Ron Trostad	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000580191	Jamie Phillips-barnes	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Resolved	TTR Missed: No	4.86
INC000000580210	Danielle Mills	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.30
	Rural South Desktop Support	Lane Adams	Natural Resources	Low	Resolved	TTR Missed: No	0.30
INC000000580413	Ben Sutter	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.05
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Resolved	TTR Missed: Yes	9.70
INC000000580511	Marilyn Steadman	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Jeff Curtis	Natural Resources	Low	Resolved	TTR Missed: No	4.36
INC000000580576	Tracy Robinson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000580592	John Holman	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.57
	Metro D Desktop Support	Paul Gedge	Natural Resources	Low	Resolved	TTR Missed: No	5.52
INC000000580600	Craig Morgan	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000580643	Craig Morgan	Application	Password	None		TIR Missed: No	0.03
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Resolved	TTR Missed: No	3.61
INC000000580970	Tony Wood	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000581093	Boyde Blackwell	Network	Password	None		TIR Missed: Yes	1.15
	Capitol Hosting	Curtis Parker	Natural Resources	Low	Resolved	TTR Missed: No	3.30
INC000000581194	Dave Cole	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Resolved	TTR Missed: Yes	8.93
INC000000581261	Eric Millis	Application	Error	None		TIR Missed: No	0.87
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Resolved	TTR Missed: Yes	6.85
INC000000581296	John Mann	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000581337	Tiffany B. Reyes	Application	Error	Novell GroupWise		TIR Missed: No	0.80
	Application Services	Dustin Crump	Natural Resources	Low	Resolved	TTR Missed: No	4.62

Enterprise Incident Report September 2012

As of 10/1/2012

Natural Resources

INC000000581458	Daniel Roskelley	Application	Password	Utah Master Directory	TIR Missed: No	0.63
Help Desk	Vicky Marrelli	Natural Resources	Low	Resolved	TTR Missed: No	0.88
INC000000581585	Stan Mecham	Application	Error	Novell GroupWise	TIR Missed: No	0.00
Metro D Help Desk	John Robinson	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000581705	Natalie Bateman	Application	Error	Vision	TIR Missed: No	0.00
Application Support - WIC	Matthew Earl	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000581708	Jeffrey Quick	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000581747	David Nelson	Application	Password	PGP	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000581830	Laurie Backus	Application	Error	None	TIR Missed: No	0.00
Rural Central Desktop Support	Todd Hardy	Natural Resources	Low	Resolved	TTR Missed: Yes	6.57
INC000000581893	Leon Tate	Server	None	None	TIR Missed: No	0.77
Metro D Hosting	Steven Haderlie	Natural Resources	Low	Resolved	TTR Missed: No	2.46
INC000000582020	David Nelson	Application	Error	PGP	TIR Missed: No	0.00
Metro D Help Desk	John Robinson	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000582074	Jay Topham	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Rural Central Desktop Support	Rod Montoya	Natural Resources	Low	Resolved	TTR Missed: No	0.05
INC000000582088	Tiffany B. Reyes	Application	Error	Novell GroupWise	TIR Missed: No	0.47
Metro D Desktop Support	Paul Gedge	Natural Resources	Low	Resolved	TTR Missed: No	2.36
INC000000582109	Mark L Jones	Application	Password	None	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000582142	Jennifer Gregerson	None	None	None	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000582310	Cathy Norris	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	John Robinson	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000582393	Sarah Scott	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	Jed Patrick	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000582572	Stan Mecham	Application	Password	Novell GroupWise	TIR Missed: No	0.70
Metro D Help Desk	Jed Patrick	Natural Resources	Low	Resolved	TTR Missed: No	0.70
INC000000582628	Emily Berry	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000582725	Kevin Bunnell	PC/Laptop	Error	None	TIR Missed: No	0.00
Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Resolved	TTR Missed: Yes	16.09

Enterprise Incident Report September 2012

As of 10/1/2012

Natural Resources

INC000000582929	Todd Adams	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000583120	Natalie Brewster-Wilson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000583158	Roger Kerstetter	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000583173	Larry Dalton	Application	Error	ZENworks for Desktops		TIR Missed: No	0.49
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Resolved	TTR Missed: No	1.05
INC000000583255	Don Staley	PC/Laptop	Performance	None		TIR Missed: No	0.04
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Resolved	TTR Missed: Yes	6.58
INC000000583264	Carol Daniels	None	None	None		TIR Missed: No	0.02
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Resolved	TTR Missed: No	1.09
INC000000583337	Leslie McFarlane	Application	Error	Microsoft Access		TIR Missed: No	0.83
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Resolved	TTR Missed: Yes	6.51
INC000000583356	Adam Kavalunas	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000583358	Gavin McGregor	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000583402	Don Staley	None	None	None		TIR Missed: No	0.37
	Metro D Hosting	Steven Haderlie	Natural Resources	Low	Resolved	TTR Missed: No	4.52
INC000000583407	Blake Bingham	Application	Error	None		TIR Missed: No	0.09
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Resolved	TTR Missed: No	0.56
INC000000583418	Marianne Burbidge	Telecom	Dial Tone	Telephone		TIR Missed: No	0.10
	Voice Operations	Gail Christiansen	Natural Resources	Low	Resolved	TTR Missed: No	0.22
INC000000583533	Duane Swasey	Network	Password	Microsoft Windows 7		TIR Missed: No	0.15
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Resolved	TTR Missed: No	0.65
INC000000583745	Lance Weaver	None	None	None		TIR Missed: No	0.20
	Network Operations	Brant Davis	Natural Resources	Medium	Resolved	TTR Missed: No	0.20
INC000000583817	Marilyn Steadman	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Resolved	TTR Missed: No	0.10
INC000000583945	Eugene Swalberg	Telecom	Call Management	Telephone		TIR Missed: No	0.14
	Voice Operations	Romanza Hamblin Sorensen	Natural Resources	Low	Resolved	TTR Missed: No	0.94
INC000000583947	Wade Hovinga	Application	Error	Cisco AnyConnect VPN Client		TIR Missed: Yes	1.01
	Rural South Desktop Support	Joel Finlinson	Natural Resources	Low	Resolved	TTR Missed: No	1.01

Enterprise Incident Report September 2012

As of 10/1/2012

Natural Resources

INC000000583968	Mark L Jones	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000584017	Tony White	PC/Laptop	Error	None		TIR Missed: No	0.72
	Rural South Desktop Support	Lance Nay	Natural Resources	Low	Resolved	TTR Missed: No	0.72
INC000000584107	Jennifer Biggs	Application	Error	None		TIR Missed: No	0.02
	Capitol Hosting	Joe Benson	Natural Resources	Low	Resolved	TTR Missed: No	0.63
INC000000584140	Wade Hovinga	PC/Laptop	Error	None		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000584166	Darin Bird	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Paul Gedge	Natural Resources	Medium	Resolved	TTR Missed: No	1.39
INC000000584200	Larry Dalton	Application	Error	Cisco AnyConnect VPN Client		TIR Missed: No	0.12
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Resolved	TTR Missed: No	3.66
INC000000584254	Natalie Brewster-Wilson	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Thornton	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000584262	Todd Adams	None	None	None		TIR Missed: No	0.32
	Metro D Hosting	David Hert	Natural Resources	Medium	Resolved	TTR Missed: Yes	8.51
INC000000584263	Kip King	Application	Error	Cisco AnyConnect VPN Client		TIR Missed: No	0.83
	Rural North Desktop Support	Kim Ratushniak	Natural Resources	Low	Resolved	TTR Missed: No	3.04
INC000000584363	Randy Thackeray	PC/Laptop	Hardware	None		TIR Missed: No	0.10
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Resolved	TTR Missed: No	1.14
INC000000584515	Dave Cole	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.64
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Resolved	TTR Missed: No	2.05
INC000000584570	Natalie Harmon	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Natural Resources	Low	Resolved	TTR Missed: No	5.82
INC000000584596	Carl Ege	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000584621	Pam Martin	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Resolved	TTR Missed: No	0.20
INC000000584674	Marsha Bentley	Telecom	Voice Mail	Telephone		TIR Missed: No	0.16
	Voice Operations	Romanza Hamblin Sorensen	Natural Resources	Low	Resolved	TTR Missed: No	0.41
INC000000584686	Mike Hylland	PC/Laptop	Error	None		TIR Missed: No	0.66
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Resolved	TTR Missed: No	3.17
INC000000584777	Ashley Green	None	None	None		TIR Missed: No	0.00
	Application Services	Dustin Crump	Natural Resources	Low	Resolved	TTR Missed: No	0.00

Enterprise Incident Report September 2012

As of 10/1/2012

Natural Resources

INC000000584911	Deena Loyola	PC/Laptop	Password	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000584914	Greg E Williams	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000584955	Jason Eddins	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000585170	Bill Leeflang	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000585211	Janette Lucero	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000585233	Blanche Smith	Telecom	Voice Mail	Telephone		TIR Missed: No	0.06
	Voice Operations	Romanza Hamblin Sorensen	Natural Resources	Low	Resolved	TTR Missed: No	5.86
INC000000585262	Lindy Higham	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Resolved	TTR Missed: No	0.00